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PTO/SB/08A (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Substitute for H.R. 1449/PI

(Use as many sheets as necessary)

Sheet	2	of	4
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Complete if Known

Application Number	10/673,679
Filing Date	September 29, 2003
First Named Inventor	Mark Pettay
Art Unit	2655
Examiner Name	Not Known
Attorney Docket Number	PAT-008A

U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

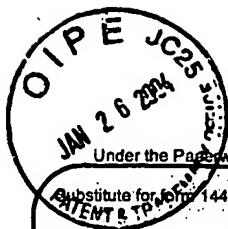
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Examiner Signature	/Abul Azad/	Date Considered	04/01/2007
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PATENT & TRADEMARK OFFICE

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Sheet

3

of

4

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Application Number 10/673,679

Filing Date September 29, 2003

First Named Inventor Mark Pettay

Art Unit 2655

Examiner Name Not Known

Attorney Docket Number PAT-008A

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NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
/AA/	AD	VoicePrint Security for Credit Cards, IBM Technical Disclosure Bulletin, 01-1994, pgs. 189-190, vol. 37, publication number 2B. (cited in parent)	
	AE	PriceInteractive Launches Most Reliable Anti-Slamming Service New Enhanced Third Party Verification (TM) Solutions Cut Carrier Costs By More Than Half, PR Newsire via NewsEdge Corporation, 07-01-1999. (cited in parent)	
	AF	Fast Talk Communications, Fast-Talk and VorTecs Join Forces to Unveil New Quality Management Solution, Press Release, www.fast-talk.com, 10-24-2001.	
	AG	CMP MEDIA, SER Acquires VorTecs, Move Adds CTI and Speech Rec to SER's Outbound Capabilities, www.cconvergence.ocm, 03-27-2003.	
	AH	CMP MEDIA, Enhanced Quality Monitoring Tools, VorTecs Has Integrated Fast-Talk's Phonetic Search Engine Into its Spot It! and Mine It! Software Applications, www.cconvergence.com, 11-12-2002.	
	AI	ROY TWERSKY, How Speech Analytics Solutions Help Telemarketers and Contact Centers, www.utopy.com, 08-11-2003.	
	AJ	HILL, KIMBERLY, Autonomy Digs Into Contact-Center Market, www.crmdaily.com, 05-20-2003.	
	AK	VOICELOG, VoiceLog Announces Web Interface for Verification Retrievals and Audio Playback, Press Release, www.voicelog.com.	
↓	AL	VOICELOG, VoiceLog Announces Dual Channel Recording New System Enhances Fraud Protection for Third Party Verification, Press Release, www.voicelog.com, 01-04-2000.	
/AA/	AM	VOICELOG, VoiceLog Goes To the End of the Earth to Review Third Party Verification, Press Release, www.voicelog.com, 02-29-2000.	

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Sheet 1 of 1

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U. S. PATENT DOCUMENTS

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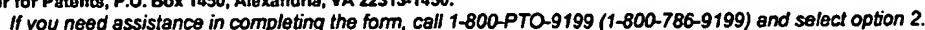
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known			
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		Filing Date	September 29, 2003		
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		Art Unit	2655		
		Examiner Name	Not Known		
Sheet		of		Attorney Docket Number	PAT-008A

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
/AA/	34	MCKAY, JASON P., Cyber Calling Cards, www.commweb.com, 01/22/2001.	
/AA/	35	NICE SYSTEMS, NiceLog, www.nice.com, 2001.	
/AA/	36	WITNESS SYSTEMS, Witness Systems Helps Improve Customer Service for Contact Centers Deploying Thin Client Architectures, Press Release, 03/06/2001.	

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First Named Inventor	Mark J. Pettay
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Sheet		of
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**Examiner
Signature**

/Abul Azad/

Date	Considered
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11/2/80	11/2/80
11/3/80	11/3/80
11/4/80	11/4/80
11/5/80	11/5/80
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Sheet	1	of	1
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Complete if Known

Application Number	10/673,879
Filing Date	September 29, 2003
First Named Inventor	Mark J Pettay
Art Unit	2655
Examiner Name	Not Known
Attorney Docket Number	PAT-008A

U. S. PATENT DOCUMENTS

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**Examiner's
Signature**

/Abul Azad/

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init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/AA/	1	6868154	2005-03-15	Stuart			
/AA/	2	6167255	2000-12-26	Kennedy, III			

Signature

Examiner Name	Date
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